CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (B702) Agency Web Site Registration System

TA No:	160-Rev9	
Task Area Monitor:	**Alternate Task Area Monitor:**	
NASA POC:	**Software Control Class:**	Low Control
Type of Task:	Recurring Task	

2. BACKGROUND

As a result of the September 11, 2001, terrorist attacks on the United States and new security requirements that were developed around the same time period, all NASA Centers were required to immediately implement methods and mechanisms for capturing information about their Web sites and associated infrastructure and the individuals responsible for each of these assets. Because there was no integration between the Center Web site registration systems and a lack of consistency between them, in the NASA Strategic Resources Review 67 (SRR67) that took place in 2002, the Agency identified the need to develop, deploy, and support a single system to register NASA Web sites and inventory Web hosts. After the SRR67 activity ended, the plans for such a system continued as a separate activity and were approved by the NASA Chief Information Officer (CIO) and the CIO Board in February 2003 in the form of the NASA Agency Web Site Registration System (AWRS) Project.

AWRS is a centralized, Web-based system for conducting Web site registration and Web/FTP server inventory. Static Web sites, dynamic Web applications, and FTP sites are included in the registration requirement. The goals of the system are to (a) better manage NASA's Web space and information and (b) track Web information and compliance with government laws and regulations and Agency policies.

The functions of the AWRS System are to (a) register all NASA external and internal Web sites (including Web applications) and sites with NASA content that are externally hosted; (b) inventory NASA Web servers located anywhere in the Agency that serve Web sites which require AWRS registration; (c) facilitate initial and periodic registration and reviews of Web sites for compliance with policy impacting Government Web site design, function, and content; and (d) provide reporting capabilities at the Agency and Center levels.

The AWRS application has seven functional modules: site registration, Center site reviews, registration renewal, administration, reporting, help, and feedback. Through these modules, users can input, submit, and maintain Web site registration records; input and maintain Web host records; review Web site registration records for adherence to Agency mission, organizational goals, compliance with various policies, and site content; periodically renew Web site registrations; maintain and manage administrative data and user accounts; and generate browser-viewable and downloadable reports on demand at the Agency and Center levels.

All Centers have implemented the system at their locations and are tasked by the Agency Office of the CIO with utilizing AWRS for Web registration and review and Web server inventory.

3. OBJECTIVE

The Contractor shall operate, maintain, and provide customer service for the AWRS system. This task covers the following key areas:

* Operation, maintenance, and support of the entire AWRS technical environment, including systems administration.
* IT Security implementation and administration for the system, which operates in the MODERATE security mode of operation with no higher than Sensitive But Unclassified (SBU) information stored or processed.
* Application and database administration, development, testing, user acceptance testing, implementation, and maintenance.
* Data backup and recovery.
* Data conversion, validation, and migration when required.
* Periodic training for new AWRS users.
* Provision for configuration management and related coordination with the AWRS Configuration Control Board (CCB).

The above activities will be conducted in accordance with the AWRS Requirements and Design Document (RDD), AWRS Service Level Agreement (SLA), AWRS IT System Security Plan (SSP), AWRS Training Plan, AWRS Risk Management Plan, AWRS Configuration Management Plan, AWRS scheduling documents, and any other documents that describe the system and its specifications and support requirements. These documents will be developed by the government and the Contractor as appropriate and will be provided under separate cover by the government.

NOTE: At some point during the period of performance of this task, it is anticipated that this task will be revised to include requirements to work with the TAM, the NASA Data Center, and the IEM Competency Center to plan, schedule, coordinate, and implement transfer of the AWRS application and database and all associated support to the NDC and IEM Competency Center. Also, it is anticipated that the transition schedule to be developed will include key milestones that fall during the period of performance of this task. Finally, it is possible that the abovementioned task revision or a subsequent revision may include a requirement for the Contractor to integrate AWRS with the NASA Account Management System (NAMS) prior to the transition of the system to the NDC and IEM Competency Center. The TAM will keep the Task Lead informed of progress of discussions and negotiations with the NDC and IEM Competency Center on the transition to the NDC and IEM Competency Center and related tasks. The TAM will also invite the Task Lead to participate in these activities as needed to coordinate the transition effort.

4. GENERAL IT SUPPORT SERVICES

General IT Support Services Performance Metrics

Performance Standard: The contractor provides reasonable and proactive monitoring of applications as set forth in the Service Level Agreement (SLA).

Performance Metrics:

Exceeds: The contractor exceeds the application monitoring standards set forth in the SLA.

Meets: The contractor meets the application monitoring standards set forth in the SLA.

Fails: The contractor fails to meet the application monitoring standards set forth in the SLA.

Performance Standard: Product quality meets customer expectations.

Performance Metrics:

Exceeds: Product performance exceeds customer's documented requirements and expectations. Product provides service to the customer beyond anticipated use requirements. Customer provides written or verbal communication indicating the same.

Meets: The product performs as documented in the requirements and meets customer needs. Customer is satisfied with product and uses in the manner intended.

Fails: Product does not perform as documented in the requirements and customer expectations are not met. Customer is not satisfied with product and cannot use in the manner intended.

Performance Standard: The security of systems and data that fall under this TA is ensured.

Performance Metrics:

Exceeds: The system meets the baseline IT security requirements for the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management, and approved by the LaRC IT Security Manager; security controls are followed in accordance with the IT System Security Plan for the System; any IT Security incidents are reported to the LaRC IT Security Manager and the NASA Technical Monitor within 30 minutes of incident after they are discovered.

Meets: All baseline IT security requirements for the information category of the System are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; security controls are followed in accordance with the IT System Security Plan for the System; and any IT Security incidents are reported to the LaRC IT Security Manager within 2 hours of incident after they are discovered.

Fails: The system does not comply with the baseline IT security requirements for the information category of the System and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; security controls are not properly followed; the system has an IT security incident that is not reported to the

LaRC IT Security Manager and the NASA Technical Monitor.

Performance Standard: All system components and documents are under configuration control.

Performance Metrics:

Exceeds: No system errors resulting from different system component configurations. Restoration to a prior system version or component version is accomplished in less than 1 business day.

Meets: Minor and easily correctable system errors resulting from different system component configurations. Restoration to a prior system version or component version is accomplished within 1 business day.

Fails: Significant system errors resulting from different system component configurations. Restoration to a prior system version or component version exceeds 1 business day.

Performance Standard: Support services are provided in accordance with the AWRS Service Level Agreement (SLA).

Performance Metrics:

Exceeds: Exceeds the required supported services outlined in the AWRS SLA.

Meets: Meets the required supported services outlined in the AWRS SLA.

Fails: Fails to meet any of the required supported services outlined in the AWRS SLA.

Performance Standard: The application achieves the performance standards set forth in the AWRS Service Level Agreement (SLA).

Performance Metrics:

Exceeds: The application exceeds the performance standards set forth in the SLA.

Meets: The application meets the performance standards set forth in the SLA.

Fails: The application does not meet the performance standards set forth in the SLA.

Performance Standard: The systems and databases to which these services apply operate efficiently and with minimal disruption and degradation in capability due to malfunctions. Upon failure, they are repaired to minimize the disruption of capability. The integrity and security of data is maintained.

Performance Metrics:

Exceeds: Successful and rapid recovery from a malfunction or disaster has been accomplished and completed within 3 business hours of malfunction. Disruption or degradation of capability due to malfunctions has been significantly mitigated by system and database administrator actions. All data is restored and is available to customer within 3 business hours.

Meets: Successful and rapid recovery from a malfunction or disaster has been accomplished and completed within 6 business hours of malfunction. Disruption or degradation of capability due to malfunctions has been mitigated by system and database administrator actions. All data is restored and available to customer within 6 business hours; if any data is lost permanently, no more than 6 business hours worth of data is

permanently lost.

Fails: Successful and rapid recovery from a malfunction or disaster has been accomplished and completed 10 business hours or more after malfunction. disruption or degradation of capability due to malfunctions has not been significantly mitigated by system and database administrator actions. More than 6 business hours of data is permanently lost.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Technical

LaRC Manager:

Work Area Description: Manage and maintain the AWRS technical infrastructure (hardware, software, interfaces) with minimal disruption to system performance and availability.

Work Area Requirements: * Maintain system performance and availability as identified in the AWRS SLA.
* Maintain the AWRS environment as identified in relevant technical architecture documents.
* Perform administrative services including but not limited to system administration, database administration, Web administration, and software administration; manage and support all hardware and software components including licensing and maintenance agreements; and provide complete backups and disaster recovery including provision of an alternative (backup) Web server to be available and installed within 8 business hours of a major hardware failure of the primary system.
* As needed, perform data recovery within 4 to 6 business hours of loss of data.
* Manage interface with RSA server for two-factor user authentication. Work with interface providers at other NASA locations to resolve problems when they occur.
* Coordinate and work with other Center and Agency RSA and network service providers to resolve problems impacting performance, availability, and/or accessibility.
* Provide appropriate technical components for Development/Test, User Acceptance Testing, Training, and Production environments to support system maintenance and operations.
* Ensure efficient and effective one-time conversion and migration of data from other Center Systems as required.
* Establish, manage, and maintain interfaces with other systems as required.

Work Area Title: Configuration Management

LaRC Manager:

Work Area Description: Place all components of the AWRS architecture (software, hardware, documentation) under configuration control. Participate in the Agency Configuration Management process.

Work Area Requirements: * Implement a process for the configuration control of all AWRS components.
* Ensure AWRS technical components (i.e. Development/Test, User Acceptance Testing, Training, and Production) remain in-sync with each other to no less than 95% accuracy. Deviations should be minor and have minimal to no impact on expected system performance within each environment.
* Provide Configuration Control Team (CCT) support as identified in the AWRS Configuration Management Plan.
* Manage and maintain the contents of the Change Request System for AWRS configuration management.

Work Area Title: Application and Database Support

LaRC Manager:

Work Area Description: Troubleshoot and solve application and database problems.

Work Area Requirements: * Resolve Change Requests that are identified as problems needing resolution in accordance with the severity levels and performance standards outlined in the SLA and as documented in the CRS.
* Document resolution in all impacted documents and in the CRS.
* For technical resolutions, manage and coordinate the installation and testing of the resolution into production.

Work Area Title: Customer Services

LaRC Manager:

Work Area Description: Manage and provide customer services to the Agency.

Work Area Requirements: * Perform user support services as identified in the AWRS SLA including providing second and third-tier support to LaRC and the Agency.
* Troubleshoot, manage, track, and resolve problems until their successful resolution.
* Conduct quarterly customer satisfaction performance assessments in order to assess overall customer satisfaction with AWRS support.
* Identify problem areas and make recommendations for improvement to the government.
* Provide a Monthly Performance Report to the AWRS CCB and the TAM as set forth in the AWRS SLA.

Work Area Title: Security

LaRC Manager:

Work Area Description: Ensure AWRS' compliance with current government security regulations and policy and ensure the security of data transmission between LaRC and the rest of the Agency.

Work Area Requirements: * Work with the government to update the AWRS IT System Security Plan (IT SSP) as required.
* Work with the government to maintain Certification and Accreditation (C&A) of the AWRS System at the Moderate FIPS 199 IT Security categorization level.
* Implement security provisions as outlined in the AWRS IT SSP and a government-approved Plan of Action and Milestones ((POA&M) resulting from the C&A process (as required).
* Implement security upgrades as required by the AWRS CCB or the TAM.
* Perform security reviews and manage and maintain security documentation as mandated by government policy.
* Utilize secure technologies when exchanging data between LaRC and the rest of the

Agency and between the components of the system. Specifically, ensure that login methods meet security requirements for the system, that transmissions between the application server and the database server are encrypted, and that sensitive data is encrypted within the database.

Work Area Title: Document Management

LaRC Manager:

Work Area Description: Manage and maintain AWRS documentation.

Work Area Requirements: * Provide System and Application "as deployed" documentation to the TAM and update as necessary when new AWRS releases are issued or as requested by the TAM.
* Perform as the AWRS system document librarian including managing and placing all AWRS system documents under configuration management control, including current and prior versions.
* Manage and coordinate Agency and Center AWRS system document reviews until the publication of final versions is achieved.

Work Area Title: Implement AWRS

LaRC Manager:

Work Area Description: Implement AWRS Agency-wide according to the schedule and other project documentation.

Work Area Requirements: * Design, develop, document, and test AWRS software to meet the Customer's requirements as documented in the AWRS Requirements and Design Document (RDD) version 4.0 and any follow-on version of this document.
* Implement AWRS according to the AWRS Detailed Implementation Schedule version 7.0 and the AWRS Implementation Plan version 2.0 and any follow-on versions of these documents.
* Monitor the progress of AWRS implementation.
* Work with the Customer to ensure the product meets the Customer's needs and functions as expected.

The Contractor shall:

A. Develop and utilize an Implementation Checklist of all actions necessary to assure a smooth transition to AWRS production including but not limited to moving the version 1.0 implementation system from the development environment to the production environment with dates.

B. Coordinate and work with the TAM and the AWRS Center Implementation POCs for preparation and conduct of Wave-level Operational Readiness Reviews (ORRs).

C. Perform implementation tasks including data conversion and migration, loading tables, assisting the Customer with verifying the data migration, and resolving any data migration issues.

Work Area Title: Functional & System Enhancements

LaRC Manager:

Work Area Description: Coordinate with the AWRS CCB and the TAM to assess, plan, and implement functional and system enhancements.

Work Area Requirements: * Receive requests from the AWRS CCB through the TAM for functional and system enhancements through the CRS.
* Assess technical, functional, cost, and schedule impacts of enhancement requests, and report these to the TAM and the AWRS CCB.
* Recommend to the TAM and the AWRS CCB the best means to accomplish enhancements from a technical, functional, cost, and schedule standpoint.
* Schedule enhancements approved by the AWRS CCB and provide schedule information and updates to the TAM and the CCB.
* Develop functional and system enhancements according to Customer requirements.
* Perform unit, integration, and system testing of all enhancements before placing them into production. Allow the TAM and/or the Customer an opportunity to perform user acceptance testing before enhancements are placed into production.
* Utilize configuration management procedures outlined in the Configuration Management work area of this task to control enhancement releases.

Work Area Title: Risk Management

LaRC Manager:

Work Area Description: Perform activities to identify, report, monitor, and mitigate risks that may impact AWRS implementation, operations, maintenance, or security posture in any of the work-area specific services covered by this task. Risk management activities will be in accordance with the AWRS Risk Management Plan.

Work Area Requirements: * Identify new risks and report them to the TAM.
* Develop and implement handling options and mitigation strategies for assigned risks.
* Periodically report risk status, trend analysis, and success of mitigation efforts in reducing the likelihood and/or impact of assigned risks to the TAM.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

Security requirements are identified in the approved AWRS IT SSP #OA-001-M-LRC-1006. Requirements identified in IT SSP are to be, at a minimum, adhered to and compliance with government IT regulations, policy, and guidelines achieved in accordance with a government-approved Plan of Action and Milestones (POA&M).

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

The Software Control Class requirements of this TA are determined to be "Low," therefore the software acquisition & control process described in the ConITS master TA SL001 shall apply to this TA.

10. JOINT REVIEW SCHEDULE

The Contractor shall attend meetings with the government as required to convey status and discuss issues and problems. As of the publication of this document, the government anticipates weekly meetings with the Contractor.

11. PERIOD OF PERFORMANCE

This TA is effective from 08/25/05 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

Customer Service

Quality: 50% Timeliness: 50%

All work service areas except Customer Service

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

Provide a Task Plan to the TAM within two weeks of receipt of this task. This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding has not been entered for this TA.

16. MILESTONES

None required.

17. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Documents for Semi-Annual Review	Semi-annual document review schedule shall be agreed upon by the TAM and the contractor following the approval of this task.
2	Monthly Performance Report	As identified in the Work Area, "Customer Services," and as set forth in the AWRS SLA.
3	Schedules	As the nature of the work requires.
4	System Acceptance Test Checklist	Whenever new enhancements that are very complex (as agreed upon by the TAM and the Contractor) need to undergo SAT.
5	System Documentation	Two weeks after the system has been significantly modified.

6	Functional & System Enhancements	As documented in the CRS and any relevant schedule documents.

18. FILE ATTACHMENTS

None.